



**UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF CALIFORNIA
PROBATION OFFICE**

PC/HELP DESK SUPPORT SPECIALIST

Announcement #

06-08

Date Opened

September 8, 2006

Closing Date

Open until filled.

Location

San Diego Main Office, 101 W. Broadway Street, Ste. 700, San Diego, CA 92101

**Duties and
Responsibilities**

The PC/Help Desk Support Specialist is located in the Systems Division of the Probation Office. Duties include but are not limited to: Provides information to users on hardware, software, computer problems and/or questions; refers matters to technical experts when knowledge needed to resolve problem extends beyond the scope of basic level; resolves basic software and hardware problems and/or questions for users over the phone and in-person; troubleshoots and fixes first level technical program problems; installs non-customized hardware and software applications, or predetermined installation procedures; installs or assists in the basic level of installation of new or revised releases of national systems; executes court's approved automation implementation plans, as directed and predetermined by the Systems Manager, in such areas as security, quality control, productivity, system growth and enhancement, and cost-effectiveness; executes PC-based system implementation plans, as directed and predetermined by the Systems Manager, (software analysis, design, development, system implementation, and documentation; prototype testing; training of staff; development and implementation of equipment and database security and operating procedures) in support of probation automation operations, including data processing applications, office automation, and data communications, as assigned; trains employees in basic software and hardware use to ensure effective utilization of installed data processing, office automation, and data communications programs and facilities, coordinating as necessary with supplying vendors. Other duties as required.

Starting Salary

Court Personnel System - Level 25

CL 25, Steps 1 - 24 \$36,376 - \$45,121 Annually

Potential Salary

CL 25, Steps 25 - 61 \$45,501 - \$59,189 Annually

**Minimum
Qualifications**

To qualify for the position of PC/Help Desk Support Specialist, an applicant must be a high school graduate or equivalent and have at least two years specialized automation experience. For placement at salary levels above the minimum, at least two years specialized experience at or equivalent to work at CL-24 is required. Candidates must have excellent communication skills, the ability to perform routine hardware/software maintenance and be able to lift and carry computer equipment and supplies. Successful candidate must be a U.S. Citizen and undergo a background investigation as a condition of employment.

**Specialized
Experience**

Progressively responsible office automation experience involving the routine use of keyboard skills which has provided the knowledge and demonstrated the ability to apply a body of rules, regulations and terminology in the area of information technology and automation support.

**Personal
Characteristics**

A successful candidate must be mature, responsible, poised, organized and meticulous. Must also possess tact, good judgment, initiative, and the ability to work harmoniously with others.

**Send Resume and
Cover Letter to:**

U.S. Probation
Attention: Human Resources
101 West Broadway Street, Suite 700
San Diego, CA 92101-7991

or e-mail to: HR_CASP@casp.uscourts.gov

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